APPENDIX: MEASURING DIGITAL CAPITAL

Internet is believed to be an important means in our everyday life, but further research is required to understand how it influences our life. This survey will help researchers in understanding why, when and how we use the Internet and Information Communication Technologies (ICTs) and how these uses are influenced by our previous social, economic, cultural and political backgrounds. All data will be stored securely, anonymously and not shared with anyone else.

SECTION 1: PERSONAL INFORMATION

Q1. Gender

   (1) M   (2) F   (3) Prefer not to say

Q2. What is your age?

   (1) […]

Q3. Your educational level

   (1) Some high school, no diploma
   (2) High school graduate

(3) Some college credit, no degree
(4) Bachelor's degree
(5) Master's degree
(6) Doctorate degree

Q4. Are you currently living in (adapt to your context)

(1) City centre
(2) Periphery
(3) Outside the city
(4) Not sure

SECTION 2: USES OF THE INTERNET

Q5. Devices used to access the Internet (more than an option is possible)

(1) Mobile phone or smartphone
(2) Laptop or netbook
(3) Tablet computer
(4) Desktop computer
(5) Media or game players
(6) Smart TV
(7) Other devises (e.g. e-book reader, Smartwatch)

Q6. In which of the following settings do you most frequently access the Internet? (More than an answer is possible)

(1) Library or other setting open to the public
(2) At home
(3) At a friend's home
(4) Café
(5) Free Wi-Fi anywhere

Q7. Have you ever had any formal training in using Internet?

    (1) Yes
    (2) No
    (3) I don't remember

Q8. When you first used the Internet for the very first time?

    (1) [....]

Q9. If you needed help, would there be someone who could help you with using the Internet?

    (1) Yes
    (2) Maybe
    (3) No

[If previous was Yes or Maybe] **Q10. Who of the following could help you?**

    (1) Friends
    (2) Partner
    (3) Family members
    (4) Co-workers
    (5) Librarians
    (6) Internet cafe employees
    (7) Help desk
    (8) Online communities/people
    (9) Another person

Q11. Have you looked or asked for help to use the Internet in the past three months?

    (1) Yes
    (2) No
    (3) I don't remember

Q12. How often do you use the Internet for?

	Never (1)	Very Rarely (2)	Rarely (3)	Occasionally (4)	Frequently (5)	Very Frequently (6)
1. Start new friendships						
2. Search or apply for jobs						
3. Practice using a new language						
4. Use social media						
5. Keep in touch with friends						
6. Keep in touch with family						
7. Purchase products or services						
8. Play game						
9. Pay bills						
10. Keep up with current events						
11. Make travel arrangements						
12. Work/ Business						
13. Studies						
14. Downloading or listening music, etc. (e.g. iTunes, Spotify)						

(*Continued*)

	Never (1)	Very Rarely (2)	Rarely (3)	Occasionally (4)	Frequently (5)	Very Frequently (6)
15. Watching movies (e.g Netflix, Amazon Prime)						
16. Taking part in political discussion						

99. Other…

Q13. To what extent do you agree or disagree with the following statement. I use the Internet because…

	Strongly Disagree (1)	Disagree (2)	Undecided (3)	Agree (4)	Strongly Agree (5)	Don't have an Opinion (6)
1. It offers an entertaining way to pass the time						
2. It helps me to stay updated around the world and get valuable information regarding anything						
3. It enables me to maintain a connection with family and friends						

(Continued)

	Strongly Disagree (1)	Disagree (2)	Undecided (3)	Agree (4)	Strongly Agree (5)	Don't have an Opinion (6)
4. It helps me in my study or job						
5. It allows me to share my ideas and thoughts with friends						
6. It allows me to share my ideas and thoughts with unknown people						

Q14. To what extent do you agree or disagree with the following statement. I use the Internet because…

	Strongly Disagree (1)	Disagree (2)	Undecided (3)	Agree (4)	Strongly Agree (5)	Don't have an Opinion (6)
1. My family and friends encourage me to use technologies such as the Internet and mobile phones						
2. I feel that people pressure me to be always connected.						

(Continued)

	Strongly Disagree (1)	Disagree (2)	Undecided (3)	Agree (4)	Strongly Agree (5)	Don't have an Opinion (6)
3. What I upload online about myself (posts, pictures, events) will impact my future opportunities						
4. If I do not keep up with the development of technologies, I feel left behind						
5. Knowing how to use technologies is beneficial in my everyday activities						

Q15. Please indicate how accurate the following statements are when thinking about how you use the Internet

	Not at All True of Me (1)	Not Very True of Me (2)	Neither True nor Untrue of Me (3)	Mostly True of Me (4)	Very True of Me (5)	I Don't Know and/or Not Applicable (9)
1. I am confident in browsing, searching and filtering data, information and digital content						

(*Continued*)

	Not at All True of Me (1)	Not Very True of Me (2)	Neither True nor Untrue of Me (3)	Mostly True of Me (4)	Very True of Me (5)	I Don't Know and/or Not Applicable (9)
2. I regularly use cloud information storage services or external hard drives to save or store files or content						
3. I regularly verify the sources of the information I find						
4. I actively use a wide range of communication tools (e-mail, chat, SMS, instant messaging, blogs, micro-blogs, social networks) for online communication						
5. I know when and which information I should and should not share online						

(*Continued*)

	Not at All True of Me (1)	Not Very True of Me (2)	Neither True nor Untrue of Me (3)	Mostly True of Me (4)	Very True of Me (5)	I Don't Know and/or Not Applicable (9)
6. I actively participate in online spaces and use several online services (e.g. public services, e-banking, online shopping. etc.)						
7. I have developed strategies to address cyberbullying and to identify inappropriate behaviours						
8. I can produce complex digital content in different formats (e.g. images, audio files, text, tables)						
9. I can apply advanced formatting functions of different tools (e.g. mail merge, merging documents of different formats) to the content I or others have produced						

Q16. Please indicate how accurate the following statements are when thinking about how you use the Internet

	Not at All True of Me (1)	Not Very True of Me (2)	Neither True nor Untrue of Me (3)	Mostly True of Me (4)	Very True of Me (5)	I Don't Know and/or Not Applicable (9)
1. I respect copyright and licence rules, and I know how to apply them to digital information and content						
2. I am able to apply advanced settings to some software and programs						
3. I periodically check my privacy setting and update my security programs (e.g. antivirus, firewall) on the device(s) that I use to access the Internet						
4. I use different passwords to access equipment, devices and digital services						

(*Continued*)

	Not at All True of Me (1)	Not Very True of Me (2)	Neither True nor Untrue of Me (3)	Mostly True of Me (4)	Very True of Me (5)	I Don't Know and/or Not Applicable (9)
5. I am able to select safe and suitable digital media, which are efficient and cost-effective in comparison to others						
6. I am able to solve a technical problem or decide what to do when technology does not work						
7. I can use digital technologies (devices, applications, software or services) to solve (non-technical) problems						
8. I am able to use varied media to express myself creatively (text, images, audio and video)						
9. I frequently update my knowledge on the availability of digital tools						

Q17. What is your annual household income after taxes? (Change here as you wish)
Total income for you/spouse/significant other

 - (1) Under £10k
 - (2) £10–25k
 - (3) £25–50k
 - (4) £50–100
 - (5) Over £100k

SECTION 3: YOUR ONLINE ACTIVITIES IN THE PAST 12 MONTHS. INTERNET HAS ENHANCED MY CAPACITIES TO…

Q18. Thinking about your online activities in the past 12 months, how much do you agree or disagree with the following statements? Internet has improved my capacities to…

	Strongly Disagree	Disagree	Neither Agree or Disagree (3)	Agree (4)	Strongly Agree (5)	Not Applicable (9)
1. Look for information about national government services						
2. Look for information about an MP, local councillor, political party or candidate						
3. Ask a representative of a public institution for advice on public services						

(*Continued*)

	Strongly Disagree	Disagree	Neither Agree or Disagree (3)	Agree (4)	Strongly Agree (5)	Not Applicable (9)
4. Organise a claim and/or protest						
5. Launch or sign a petition						

Q19. Thinking about your online activities in the past 12 months, how much do you agree or disagree with the following statements? Internet has improved my capacities to…

	Strongly Disagree	Disagree	Neither Agree or Disagree (3)	Agree (4)	Strongly Agree (5)	Not Applicable (9)
1. Sell something I own						
2. Expand my business activities						
3. Look for information on insurance policies						
4. Look for information on interest rates						
5. Look for a better job						
6. Find information on the price of a product or service						

(Continued)

	Strongly Disagree	Disagree	Neither Agree or Disagree (3)	Agree (4)	Strongly Agree (5)	Not Applicable (9)
7. Compare different products or services						

Q20. Thinking about your online activities in the past 12 months, how much do you agree or disagree with the following statements? Internet has improved my capacities to…

	Strongly Disagree	Disagree	Neither Agree or Disagree (3)	Agree (4)	Strongly Agree (5)	Not Applicable (9)
1. Find a course or course provider						
2. Interact with and understand other cultures						
3. Check others' opinions about a course or place to study						
4. Learn or practice a new language						
5. Read new books or articles						
6. Organise my holiday and/or travel						
7. Music						

Q21. Thinking about your online activities in the past 12 months, how much do you agree or disagree with the following statements? Internet has improved my capacities to…

	Strongly Disagree (1)	Disagree (2)	Neither Agree or Disagree (3)	Agree (4)	Strongly Agree (5)	Not Applicable (9)
1. Keep in touch with family who live further away						
2. Keep in touch with friends who live further away						
3. Enlarge my network and meet new friends						
4. Look for information on clubs or societies						
5. Interact with people who share my personal interests and hobbies						
6. Comment about a societal issue						

Q22. Thinking about your online activities in the past 12 months, how much do you agree or disagree with the following statements? Internet has enhanced my capacities to…

	Strongly Disagree (1)	Disagree (2)	Neither Agree or Disagree (3)	Agree (4)	Strongly Agree (5)	I Do Not Understand What You Mean by That (6)
1. Improve and change my lifestyle						
2. Improve my fitness						
3. Ask others about a training program						
4. Improve my understanding about problems or issues that interest me						
5. Consult others' opinions on problems or issues that interest me						